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| State | Georgia (Macon Area) |
| Company/Project | United Way 211 |
| Development Leaders | United Way of Central Georgia |
| Utilities Commission | Georgia Public Service Commission administers applications submitted by service providers for the assignment of 211 status. |
| System Design | Centralized. A single call center provides service to a 15-county area of central Georgia. |
| Databases | United Way 211 currently uses an IRis database containing approximately 4,000 resources. This database was developed from a previously-existing database utilized by HODAC, Inc. and United Way's Community Resource Center. One full-time staff member is responsible for maintenance and administration of database. |
| Notes - Project | <ul style="list-style-type: none"> - United Way 211 serves a 15-county area of central Georgia with a population of approximately 470,000 (the cities of Macon, Warner Robbins, and Milledgeville are located in this area) and began offering operational 24-hour 211 service in August, 2001. - An annual budget of approximately \$130-140,000.00 is expected for 211 call center operations (this number does not include a separate budget for marketing). - Funding for 211 development was largely received from foundation grants. "The Peyton Anderson Foundation provided a \$100,000.00 grant. Other grants were received from Capital City Bank, E.J. Grassman Foundation, Agrilink Foods/ProFac Foundation, and from other foundations wishing not to be recognized."* * - United Way 211 Website <http://www.unitedwaycg.com/211.htm> |
| Major Issues - Project | No major obstacles have been expressed. Local 911 representatives have been contacted for informational purposes; as have the Red Cross and a number of specialized I&Rs. |
| LEC Involvement | BellSouth, Alltel, ComSouth, Accucomm Telecommunications, Public Service Telephone Company |
| Tariff | <ul style="list-style-type: none"> - BellSouth: A BellSouth tariff designed for specific 211 dialing service is applied ("General Subscriber Service Tariff - A13.79 211 Dialing Service", effective January 13, 2001). This tariff calls for setup charges of \$389.90 per Basic Local Calling Area and \$155.00 per central office in that area. No MRC or additional usage charges are indicated in this tariff. - Alltel: a tariff specifically designed for 211 service in Georgia requires a nonrecurring service establishment charge of \$500.00 per Local Calling Area (per 211 service number) and a flat rate per month based on call volume (1-500 calls per month = \$35.00; 501-1,000 calls per month = \$70.00; 1,001+ calls per month = \$100.00) ("General Customer Services Tariff - Sec. 11. Abbreviated Dialing", effective March 3, 2001). - Other LECs: The Public Service Telephone Company has indicated that its 211 service tariff will likely closely resemble that of BellSouth. |
| Rate Structure | - BellSouth: After service establishment charges, no monthly recurring rates or charges will be incurred. |

- Alltel: After service establishment charges, a monthly rate based on call volume is incurred.
- Other LECs: The Public Service Telephone Company has indicated that its 211 service tariff will likely resemble closely that of BellSouth. The other two involved LECs have not yet submitted tariffs and have not indicated what future tariffs might contain.

Setup Costs

Total service establishment costs are unknown.

Maintenance Costs

None.

Notes - LEC

Major Issues - LEC

No major obstacles have been indicated.

Wireless Development

Source(s)

Tammie Collins - United Way 211 [phone interview 8/2/01] [updated 8/9/01]
[updated 6/25/02]
United Way 211 Website <<http://www.unitedwaycg.com/211.htm>>

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| State | Georgia (Northwest) |
| Company/Project | United Way of Northwest Georgia (UWNG) First Call For Help |
| Development Leaders | United Way of Northwest Georgia |
| Utilities Commission | Georgia Public Service Commission administers applications submitted by service providers for the assignment of 211 status. |
| System Design | Centralized. A single call center handles calls from a two county area of northwestern Georgia. |
| Databases | Approximately 300-400 programs are included in First Call For Help's resource list. |
| Notes - Project | - United Way of Northwest Georgia operates a First Call For Help I&R service serving a population of approximately 130,000 in Murray and Whitfield counties. 211 service became operational in Murray and Whitfield counties August 15, 2001. After-hours calls are "rolled-over" to a local 24-hour domestic abuse hotline. |
| Major Issues - Project | No obstacles to 211 implementation have been expressed. |
| LEC Involvement | Alltel |
| Tariff | - Alltel: a tariff specifically designed for 211 service in Georgia requires a nonrecurring service establishment charge of \$500.00 per Local Calling Area (per 211 service number) and a flat rate per month based on call volume (1-500 calls per month = \$35.00; 501-1,000 calls per month = \$70.00; 1,001+ calls per month = \$100.00) ("General Customer Services Tariff - Sec. 11. Abbreviated Dialing", effective March 3, 2001). |
| Rate Structure | After service establishment charges, a monthly recurring charge will be incurred based on call volume (see "Tariff" for more information). |
| Setup Costs | Estimated total setup costs of \$1,500.00 for three Local Calling Areas (see "Tariff" for more information). |
| Maintenance Costs | A monthly recurring charge based on call volume will be incurred (see "Tariff" for more information). |
| Notes - LEC | Alltel is the exclusive provider of 211 routing services in Murray and Whitfield counties. |
| Major Issues - LEC | No obstacles to 211 implementation with regard to LEC negotiations has been expressed. |
| Wireless Development | Wireless issues will most likely be explored when effective strategies for wireless implementation become more apparent on a wider or national level. |
| Source(s) | David Aft, President - United Way of Northwest Georgia [phone interview 7/31/01] |

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| State | Georgia (Savannah Area / Coastal Empire) |
| Company/Project | United Way of the Coastal Empire (UWCE) / First Call For Help |
| Development Leaders | United Way of the Coastal Empire |
| Utilities Commission | Georgia Public Service Commission administers applications submitted by service providers for the assignment of 211 status. |
| System Design | Centralized. A single call center handles calls from a three county area. |
| Databases | First Call For Help currently uses an IRis database covering approximately 600 programs. Issues for sharing database information with other call centers are being addressed. |
| Notes - Project | UWCE's First Call For Help is a comprehensive I&R service for Effingham, Bryan, and Chatham (Savannah) counties established in 1984. First Call For Help serves a population of approximately 270,000 and receives approximately 6-7,000 inquiries annually. First Call For Help began exploring 211 implementation in April, 2000 and became operational with 211 service in August, 2001. |
| Major Issues - Project | No major obstacles or opposition have been expressed. |
| LEC Involvement | BellSouth, Alltel |
| Tariff | BellSouth: A BellSouth tariff designed for specific 211 dialing service is applied ("General Subscriber Service Tariff - A13.79 211 Dialing Service", effective January 13, 2001). This tariff calls for setup charges of \$389.90 per Basic Local Calling Area and \$155.00 per central office in that area. No MRC or additional usage charges are indicated in this tariff. |
| Rate Structure | See "Tariff" for rate structure information. |
| Setup Costs | BellSouth: Approximately \$2,800.00 for service establishment. |
| Maintenance Costs | None. |
| Notes - LEC | <p>- BellSouth is the primary service provider in this area. Five other LECs, however, will be involved in providing full coverage for the area served by First Call For Help (Planters Telephone, Coastal Communications, Pembroke Telephone, KMC Telephone, and New South Communications). Each of these LECs has been approached regarding 211 implementation.</p> <p>- In the process of becoming operational with 211 service, First Call For Help installed a new call center phone system with an Automatic Call Distributor (ACD). Alltel is the equipment vendor for these upgrades.</p> |
| Wireless Development | Wireless issues will most likely be explored when effective strategies for wireless implementation become more apparent on a wider or national level. |
| Source(s) | Bonnie Dixon, Vice President Outreach Services - United Way of the Coastal Empire [phone interview 7/31/01] [updated 1/30/02] |

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| State | Hawaii |
| Company/Project | Ask Aloha United Way (AAUW) |
| Development Leaders | Aloha United Way (AUW) |
| Utilities Commission | The Hawaii Public Utilities Commission (HPUC) corresponded with Ask Aloha United Way in December, 2001 recommending that AAUW work directly with Verizon to develop 211 services in Hawaii. No regulatory or facilitative action has been taken by HPUC with regard to 211. |
| Legislation | None yet pursued. |
| System Design | Centralized. A single call center located in Honolulu and administered by Ask Aloha United Way will handle calls on a statewide basis. |
| Databases | AAUW currently utilizes a customized database (based on FoxPro) containing entries on over 4,000 services. |
| Notes - Project | <p>- Ask Aloha United Way is a statewide, comprehensive I&R service administered by Aloha United Way. AAUW operates on a Monday-Friday basis during regular business hours and receives approximately 48,000 calls annually.</p> <p>Hawaii will convert their statewide I&R service to 24 hour/seven days a week service called Aloha United Way 211 officially on July 16, 2002.</p> <p>- Many specialized I&R services in Hawaii see the implementation of 211 as an enhancement to their abilities to provide services. Many have therefore expressed support for the use of 211 and for its administration by AAUW.</p> |
| Major Issues – Project | No major obstacles to 211 implementation have been expressed. |
| LEC Involvement | Verizon. |
| Tariff | None yet proposed. |
| Rate Structure | Unknown. |
| Setup Costs | Unknown. |
| Maintenance Costs | Unknown. |
| Notes - LEC | Some contact has been made with Verizon by AAUW. Verizon representatives have expressed interest in developing 211 services, and have offered to help convene other LECs in Hawaii to explore implementation. |
| Wireless Development | Due to the relatively early stage of 211 development in Hawaii, no significant exploration of wireless issues has been made. |
| Source(s) | Havinne Anderson, Program Director – Ask Aloha United Way [phone interview 2/6/02] |

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| State | Idaho |
| Company/Project | 211 Idaho |
| Development Leaders | 211 Idaho, Saint Alphonsus Regional Medical Center (SARMC), Idaho Department of Health and Welfare (Idaho CareLine), Junior League of Boise, Mountain States Group, United Way of Treasure Valley |
| Utilities Commission | The Idaho Public Utilities Commission (IPUC) has stated that it has no authority to administer 211 applications or to regulate LEC pricing for N11 services. IPUC has therefore taken a relatively "hands-off" approach to 211 implementation and has indicated that negotiations are to be carried out directly between 211 service providers and LECs. |
| Legislation | No legislation is currently pursued. |
| System Design | Centralized. A single call center will provide service to a ten-county area around Boise as a pilot project. Eventually, the service area will be expanded to include areas east of Boise and through the northern areas of Idaho. In May 2002 a Memorandum of Agreement was signed between the parties for the Idaho CareLine (part of the Idaho Department of Health and Welfare) to be the 2-1-1 call center. The Idaho CareLine will provide services at the current operating level (M-F, 8-6 p.m.). It is anticipated the service will be operational in southwest Idaho in September, and statewide within a year (see "Notes - Project" for more information). |
| Databases | Idaho CareLine currently utilizes an IRis database covering approximately 3,900 programs. Activities are currently underway to completely update the database. This single database will be used in the interest of accurate call tracking and maintenance issues. |
| Notes - Project | <p>- A three-year phase-in schedule is planned for the delivery of 211 service, with pilot service provided in the ten-county area around Boise in Summer/Fall 2002. Database resources will be developed over the ensuing two years as well as negotiations with telephone companies throughout Idaho to further expand and enhance the comprehensive database and statewide 211 service.</p> <p>- 211 Idaho was established in 1997 through funding from Junior League of Boise and receives support from Junior League, Mountain States Group, Saint Alphonsus Regional Medical Center (SARMC), Idaho Department of Health and Welfare (IDHW) and United Way of Treasure Valley, Idaho Community Foundation, the Idaho Commission for National and Community Service "Americorps," and a growing number of community-based organizations statewide. In November 2001, 211 Idaho was awarded a significant two-year start up grant by M.J. Murdock Charitable Trust. With this key funding in place, implementation has begun, including steps to contract with Idaho telephone companies and to prepare the Idaho CareLine Call Center to provide phone coverage for 211, first in Southwest Idaho, and then statewide, beginning in September 2002.</p> <p>- IDHW's Idaho CareLine is the only comprehensive, statewide health and human service I&R provider in Idaho and has been in operation since the early 1990s. A public/private partnership, created through a Memorandum of Understanding signed between 211 Idaho and IDHW in the spring of 2002, has enabled 211 Idaho and Idaho CareLine to merge their strengths, avoid duplication, and produce an enhanced, centralized 211 service featuring a new state-of-the-art call center and enlarged staff.</p> <p>-The Governor's Coordinating Council for Families and Children (GCCFC) continues its endorsements and support, seeking practical ways to bring 211 to the whole state. The GCCFC invited staff from the Idaho CareLine and 211 Idaho to be involved with six Roundtable events held across the state in May 2002. This opportunity enabled a joint announcement of the 211 and CareLine partnership, which will enhance the Idaho CareLine's bilingual service and provide easier access to information and referral for all Idaho citizens. Approximately 190 surveys were gathered from individuals and agencies</p> |

who offered their support in bringing 211 services to their local communities and to assist with advertising this new service in their agency newsletters, communities, and with their customers. A further benefit was the identification of approximately 200-300 new resources for inclusion in the statewide database, along with hundreds of advocacy or professional community organizations that support programs for children and families.

- 211 Idaho is at the table with the Governor's disaster relief planners to discuss the role of 211 in supporting "CitizenCorps"—President Bush's initiative to recruit professionals for volunteer service in the event of a natural or terrorist disaster. The Governor's Office is also considering 211 Idaho's participation in the statewide bio-terrorism preparedness plan called for by Congress and the National Homeland Security Office.

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| LEC Involvement | Qwest, GTE and Syringa Network |
| Tariff | Qwest established an N11 service tariff in June, 2001. This tariff requires a service establishment charge of \$300.00 per point-to number plus a \$30.00 per central office activation charge. As well, a charge of \$.02 per call routed to 211 will be incurred. IPUC and 211 Idaho have indicated that they will request revisions to this tariff, as Qwest tariffs for similar services have been renegotiated in other states (Qwest Corporation; Exchange and Network Services Catalog - Southern Idaho, Section 10.11.3 "N11 Service" - effective 6/29/01). Other telephone companies operating independently in Idaho have indicated a willingness to provide the 211 set-up of this public service free of charge. |
| Rate Structure | Following service establishment and central office programming costs, a per-call charge will be incurred (see "Tariff" for more information). |
| Setup Costs | Tariffed service establishment charges of \$300.00 per point-to number and \$30.00 per central office activation (see "Tariff" for more information). |
| Maintenance Costs | A tariffed charge of \$.02 will be incurred per call, plus any long-distance toll charges. |
| Notes - LEC | Upon implementation of the 211 pilot program in 2002, 211 routing will be achieved via a seven-digit, local point-to number. When 211 service expands to the southeastern and northern areas of Idaho, a toll-free 800 number will be reserved for point-to purposes. |
| Major Issues - LEC | As Qwest provides primary service for the southern part of Idaho, separate negotiations will be carried out with GTE, and other independent and commercial LEC's operating in the northern and eastern regions of the state. These negotiations are just beginning, and will be pursued more aggressively in the final months of 2002. |
| Wireless Development | Though wireless access to 211 is a consideration, no substantial negotiations have yet been pursued. |
| Source(s) | Lynn Hofflund, Director of Development - 211 Idaho [phone interview 7/30/01] [updated 2/6/02] [updated 7/15/02] < http://www.211idaho.com > Pat Williams, Coordinator - Idaho CareLine [phone interview 7/26/01] < http://www.idahocareline.org > Saint Alphonsus Regional Medical Center (Call Center Information) < http://www.saintalphonsus.org/clinical/callcenter.html > <i>The Idaho Statesman</i> . "Lack of Funds Delays 211 Service". July 30, 2001. < http://www.idahostatesman.com/news/daily/20010730/LocalNews/141859.shtml > |

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| State | Indiana |
| Company/Project | Indiana 211 Partnership, Inc. (IN211) |
| Development Leaders | Information & Referral Network (central Indiana I&R provider), Indiana I&R Association, Indiana Association of United Ways |
| Utilities Commission | The Indiana Utilities Regulatory Commission (IURC) issued an interim order on February 20, 2002 naming Indiana 211 Partnership, Inc. the sole authorized administrator of the 211 dialing code in Indiana. Additionally, a Technical Conference was ordered to address issues such as how IN211 will work with wireless providers; how it plans to fund on an ongoing basis, both publicly and privately, its operations; concrete information regarding operating costs, including translation costs, as well as revenue; and how IN211 will ensure that the call center representatives are trained and certified to handle crisis intervention calls. The Commission chairman made strong statements in support of 211 implementation in addresses delivered at the state conference of the Indiana Telecommunications Association in both 2000 and 2001. |
| Legislation | The Indiana 211 Partnership "explores all avenues" regarding the "public side" of its public-private partnership. A bill with bi-partisan support was introduced in the House of the Indiana General Assembly during the 2002 short session. The bill would have expanded the 711 deaf relay legislation to include 211 services, and would have allowed an additional amount to be added to the current \$0.07 monthly surcharge on consumer's telephone bills for deaf relay services. The bill was heard in committee, but was not voted on before the legislative session ended. IN211 continues to explore all funding opportunities. |
| System Design | Decentralized. 12–15 regional call centers linked with "rollover" capability to provide statewide 24-hour year-round coverage with "regional voice" will be used (three to four of these will be 24-hour call centers). Within this model, two specific strategies have been identified for call delivery. The first design uses a T1 "frame relay" circuit linking regional call centers. This design allows for "transparent rollover" between call centers as well as high-speed data sharing. The second design replaces the T1 circuit seen in above with voice-over-IP routing between call centers and provides a more flexible capacity for future upgrades and modifications to the system. As new technology solutions become more reliable, IN211 is seeking ways to utilize VoIP. |
| Databases | Database ideas are under proposal only, though taxonomic and "shareability" standards will be adhered to. IN211 has approved a set of required data elements for caller records, resource records and process measures. No decisions have yet been made with regard to potential software. |
| Notes - Project | <ul style="list-style-type: none"> - The Indiana 211 Partnership consists of 30 member organizations with representation including the Indiana I&R Association, the state United Way association, state social service agencies, the state library, and other social service and I&R providers (some of which operate local, regional, or specialized I&R call centers/crisis lines). While it is not a full member of the partnership, the Indiana Telecommunications Association participated in early IN211 meetings. The Indiana 211 Partnership is "inclusive" in order to meet the widest variety of concerns possible, though AIRS accreditation is required of the regional call center hubs. - The date expected for 211 implementation is as soon as IN211 can reach resolution about translation costs with telephone companies (anticipated fall 2002). - The funding for 211 startup implementation is likely to come from "major philanthropic sources" combined with several smaller, local sources. Approximately \$6.5 million is |

estimated to fund 211 startup (to be used primarily for technology and infrastructure development) and the first three years of operation.

Major Issues - Project

State government provides funding for toll-free numbers for approximately 135 services as well as I&R services provided by the Health Department. Most I&R providers in Indiana are funded through philanthropy. There is little operational coordination between I&Rs on a regional basis and no experience on statewide projects. This leads to funding often contingent upon local or regional application, with little support for statewide projects. As well, some opposition to 211 implementation is encountered from smaller service providers who fear that small I&R/crisis line services will be rendered redundant by statewide 211 implementation. Such issues are resolved through the Indiana I&R Association (state AIRS affiliate). The 211 Partnership is working to overcome these issues and to integrate all comprehensive and specialized I&Rs into a statewide 211 system. Call center selection is achieved on a "developmental" as opposed to "competitive" basis, wherein I&R providers are encouraged to work together to mutually develop resources for 211 service.

- The Indiana 211 Partnership began its application and endorsement process for regional call center hubs in September, 2001. As of May, 2002, six 211 call centers were endorsed and six centers were endorsed conditionally.

LEC Involvement

Ameritech, Verizon, Sprint - (39 LECs exist statewide; the IN211 submitted cost estimate requests to each in December, 2000). The Indiana Telecommunications Association participated in the early 211 planning process.

Tariff

None yet proposed.

Rate Structure

Ameritech/SBC: has indicated that rates would be "similar" to those provided by Ameritech in Wisconsin or Ohio.

Verizon: Based on a teleconference held in October, 2001, Verizon representatives indicated rates would likely be developed on an Individual Cost Basis.

Sprint: no specific information has been made available. See rate information provided below.

Setup Costs

Ameritech/SBC: Indiana rates based on the Ameritech Wisconsin tariff would be \$139,500.00 set-up charges and \$35.00 MRC.

Verizon: As of February 2002, Indiana-specific pricing is not yet available, but estimated at \$15,000 set-up fee with no monthly recurring charges.

Sprint: approximately \$4,000.00 set-up fee (\$80.00 per-hour "loaded labor" costs/approx. 3 hours labor apiece for 16 host switches statewide). No monthly charges are indicated.

Other smaller Local Exchange Carriers (36 LECs operate in Indiana excluding Ameritech/SBC, Verizon and Sprint) estimate approximate total set-up costs to be \$9,300.00 and no monthly charges

Maintenance Costs

Monthly recurring charges may be an obstacle to 211 implementation in Indiana. As no single LEC can provide coverage for the entire state, multiple relationships (and therefore multiple charges) will be required.

Notes - LEC

The IN211 Partnership submitted requests to each of 39 LECs for projected costs, reservation of 211 (requests were submitted prior to FCC ruling), and contact information in late 2000, though contact with LECs had been made through the Indiana Telecommunications Association since 1999. In May, 2002, IN211 sought specific cost information in preparation for IURC-ordered Technical Conference.

Wireless Development

Due to the relatively early stage of 211 implementation in Indiana, no substantial progress regarding wireless access to 211 has yet been made. IN211 expects that 211 wireless calls will eventually be routed based on area code and prefix of the originating number and time of

day. IN211 anticipates that wireless services for 211 would not be routed by location as is the case with enhanced 911 services.

Source(s)

Lucinda Nord, Executive Director [phone interview 02/01/01] [updated 4/10/01]
[updated 7/27/01] [updated 02/06/02] [updated 7/25/02]

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| State | Iowa |
| Company/Project | Iowa AIRS |
| Development Leaders | Iowa AIRS, American Red Cross Central Iowa Chapter, United Way of Central Iowa, State Public Policy Group, Iowa Technology Department |
| Utilities Commission | The Iowa Utilities Board (IUB) designated Iowa AIRS as the administrative body for 211 services in all of Iowa's 99 counties. IUB rejected Qwest's initial tariff filing (see "Tariff"). |
| Legislation | Legislative funding will be pursued during 2004's legislative session. |
| System Design | Decentralized. Eight potential 211 service regions have been determined to provide coverage of all 99 counties in the state. Regional call centers will share database resources. |
| Databases | A statewide database under development by the Iowa Technology Department (a state office) will likely be used. This resource uses custom software. This database may be transferred to an IRis platform for use in 211 (all but one of the future 211 call centers currently use IRis). Iowa AIRS is currently working on a system of shared data through the IRis system as the Iowa Resource Network is still under development. |
| Notes - Project | <p>The Iowa AIRS 2-1-1 Steering Committee was formed in mid-2000 as a forum for collaboration in 211 development. The Steering Committee consists of representatives from Iowa AIRS, various United Ways, the Iowa State Public Policy Group, Iowa University Extension, the Iowa Telecommunications Association, Qwest, the state Attorney General's office, Department of Elder Affairs, Department of Human Services, and the Iowa Utilities Board.</p> <p>Eight 211 service regions have been determined of which the 211 call center operated by the Red Cross First Call for Help in Des Moines will be the only 24-hour provider (all other call centers will "roll-over" off-hours calls to the Des Moines call center). The Des Moines call center will likely serve as a 211 pilot site.</p> <p>Funding for the pilot site (scheduled to begin operation in mid-2002) was secured through United Way of Central Iowa. First Call For Help Counseling Services (a program of the American Red Cross, Central Iowa Chapter) will operate the 211 pilot site for a three-county area around Des Moines.</p> |
| Major Issues - Project | No major obstacles have been expressed. |
| LEC Involvement | Qwest |
| Tariff | Qwest's initial tariff filing was rejected by IUB due to the presence of a \$.02 per-call charge. IUB requested that Qwest revise the tariff to reflect no per-call charges, reasoning that Qwest's tariffs for 511 and 711 services do not incur such costs to the service provider. Iowa AIRS has agreed not to enter into contracts with Qwest until a new tariff is filed. |
| Rate Structure | Unknown. |
| Setup Costs | Unknown. |
| Maintenance Costs | Unknown. |

Wireless Development
yet

Due to the relatively early stage of 211 development in Iowa, no significant progress has been made regarding wireless access to 211.

Source(s)

Karen Hyatt-Smith - Iowa AIRS [phone interview 8/3/01] [updated 7/23/02]
Iowa AIRS Website (211) <<http://www.iowaairs.org/iowa2-1-1>>

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| State | Kansas |
| Company/Project | United Way of the Plains |
| Development Leaders | United Way of the Plains / InfoLine |
| Utilities Commission | The Kansas Corporation Commission (KCC), the state utilities regulator, has indicated that UWP must negotiate directly with LECs for 211 service. UWP is the only organization to have contacted KCC regarding 211 issues. |
| Legislation | No legislation has yet been pursued. |
| System Design | No specific system design for delivery of 211 service in Kansas has been determined. A statewide system, when implemented, will likely follow the "Multiple Call Center / Centralized Administration" model to some degree. The eight county region served by United Way of the Plains (UWP) InfoLine will contain a single, centralized call center. |
| Databases | InfoLine utilizes a CareLink database currently covering 500 agencies and 1,300 programs. For approximately two years, InfoLink has worked to build the CareLink database into a comprehensive, statewide resource for Information and Referral. This database is currently available to the public on the World Wide Web. The online database received 38,276 hits in 2000 and 56,977 hits in 2001. |
| Notes - Project | United Way of the Plains (UWP) InfoLine provides I&R services for a population of approximately 500,000 in an eight-county region of south-central Kansas centered on the city of Wichita (Sedgwick County). UWP Volunteer Center and InfoLine together receive approximately 13,500 inquiries annually. UWP was the first (and to date is the only) I&R service provider to approach the Kansas Corporation Commission (state utilities regulator) regarding 211 implementation. |
| Major Issues - Project | Specific planning efforts are currently moving forward slowly while LEC negotiations are carried out. UWP feels that cost estimates for implementation are necessary before specific planning and organizational decisions can be made. |
| LEC Involvement | SBC |
| Tariff | SBC has indicated that a tariff for 211 service will be filed, but no information regarding its content has been made available as of July 2002. |
| Rate Structure | Unknown. |
| Setup Costs | Unknown. |
| Maintenance Costs | Unknown. |
| Notes - LEC | Due to the relatively early stage of 211 implementation in Kansas, little information regarding LEC costs is yet available. |
| Wireless Development | Due to the relatively early stage of 211 implementation in Kansas, no information on wireless access issues is available. |
| Source(s) | Kim Wilson, Community Assistant - United Way of the Plains / InfoLine |

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| State | Kentucky |
| Company/Project | United Way of Kentucky (UWKY) |
| Development Leaders | United Way of Kentucky |
| Utilities Commission | The Kentucky Public Service Commission (KPSC) provisionally awarded the use of 211 to United Way of Kentucky in July of 2001. KPSC takes a "fairly minimal role" in the administration of 211 and initially refused to approve BellSouth's tariff for 211 services because the tariff named KPSC as the administrative body for 211 services. |
| Legislation | While no legislation pertaining to 211 has officially been pursued, 211 representatives indicated that future legislation for 211 appropriations is a likely option for operational funding. |
| System Design | Decentralized. Two pilot sites are in development (based in Louisville and in the Greater Cincinnati Area of Northern Kentucky). 10-12 eventual 211 call centers are planned for statewide coverage. |
| Databases | A statewide I&R database is administered by the Kentucky Governor's Office for Technology. 211 representatives indicate that this database is currently not adequate for active 211 usage, but is likely to serve as the basis for future statewide I&R database resources. |
| Notes – Project | <p>The Louisville Metropolitan Area, which includes 7 counties in Kentucky and 4 counties in Indiana is ready to launch a stealth pilot in September 2002 with a public awareness campaign in January 2003.</p> <p>- 10-12 call centers are planned for eventual statewide implementation. These call centers are not generally expected to operate on a 24-hour basis, and after-hours calls will likely be rolled-over to other 24-hour 211 sites.</p> |
| LEC Involvement | BellSouth, etc. |
| Tariff | BellSouth: A BellSouth tariff describing 211 services is applied ("General Subscriber Services Tariff - A.13.79; 211 Dialing Service"; effective July 31, 2001). This tariff requires service establishment charges of \$389.90 per basic local calling area plus \$150.00 per central office programmed. No per-call costs or Monthly Recurring Charges are indicated. |
| Rate Structure | BellSouth: After service establishment charges, no ongoing costs are incurred. |
| Setup Costs | BellSouth: Tariffed service establishment charges of \$389.90 per basic local calling area plus \$150.00 per central office programming fees. |
| Maintenance Costs | BellSouth: After service establishment, no ongoing costs are incurred for basic 211 services. |
| Notes - LEC | <p>- UWKY has asked BellSouth to consider adding PBX-type services to the 211 tariff in Kentucky. If this were accomplished, 211 calls could be routed from buildings and areas served by PBX-type switchboards.</p> <p>- Other LECs in Kentucky have been described as generally cooperative with regard to 211, and several have indicated that potential 211 tariffs will likely be designed to operate in a manner similar to that of BellSouth.</p> |

- UWKY has secured support for 211 services from payphone providers in Kentucky.

Wireless Development

- Cellular telephone service provider in Kentucky have been contacted regarding 211 services and have indicated a strong preference for all calls to be routed to a single call center with access to a statewide database in order for 211 services to be made available to wireless telephone customers.

Source(s)

Terry Tolan, President – United Way of Kentucky [phone interview 2/22/02]
[updated 7/17/02]
<ttolan@uwky.org>
<<http://www.uwky.org>>

BellSouth – Kentucky. General Subscriber Services Tariff A.13.79 – “211 Dialing Service”.
Effective July 31, 2001.
<<http://www.bellsouth.com>>

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| State | Louisiana (Baton Rouge Area) |
| Company/Project | Baton Rouge Crisis Intervention Center / United Way Infoline |
| Utilities Commission | The Louisiana Public Service Commission administers applications to provide 211 service and assigns the number to qualified applicants. |
| Legislation | A Study Resolution, which will introduce the concept of funding 211, will be presented during the next legislative session. |
| System Design | Centralized. A single call center handles calls for a ten-parish area around Baton Rouge. |
| Databases | Infoline currently uses a custom designed database application named "Service Point". This system was designed by a local software provider in Shreveport, and contains approximately 1,200 programs. |
| Notes - Project | <p>Capital Area United Way Infoline and The Phone provide I&R and crisis intervention services for a population of approximately 725,000 in a ten-parish region around Baton Rouge. Infoline completed 49,237 transactions in 2001.</p> <p>The Baton Rouge Crisis Intervention Center (BRCIC) was established in 1970 on the campus of Louisiana State University as a volunteer-driven crisis support service specializing in suicide prevention and counseling. BRCIC operates several outreach and support groups for survivors of suicide as well as "The Phone", a 24-hour crisis line. In January, 2000, BRCIC began administering the United Way Infoline, a comprehensive I&R service. As Infoline is not a 24-hour service, after-hours callers are currently directed via an answering service to contact The Phone for I&R assistance. Several of The Phone's volunteers were recruited to serve as part-time, paid staff for Infoline. Upon 211 implementation, 211 calls will be primarily received by Infoline, with after-hours calls automatically "rolling-over" to The Phone. In July 2002, BRCIC began receiving funding for 211 from the Capital Area United Way. Currently, BRCIC is working with local phone companies to achieve 211 implementation by year's end.</p> |
| Major Issues - Project | No major obstacles have been expressed. |
| LEC Involvement | BellSouth, etc. |
| Tariff | A BellSouth tariff specific to 211 is applied ("General Subscriber Services Tariff - A.13.79 211 Dialing Service"; effective January 26, 2001). This tariff requires a service establishment charge of \$389.90 per basic local calling area and a \$150.00 per central office programming fee with no monthly recurring charges. |
| Rate Structure | After service establishment charges, no monthly recurring charges or rates are indicated. |
| Setup Costs | Total setup costs for the Infoline service area are unknown (see "Tariff" for more information). |
| Maintenance Costs | No monthly recurring charges are included in the BellSouth tariff. |
| Notes - LEC | Three LECs besides BellSouth are likely to be involved with 211 implementation: EATEL (East Louisiana Telephone Company), Star, and Century of East Louisiana. EATEL and Star have indicated that their 211 pricing plans will likely be similar to that of BellSouth. |

Major Issues - LEC

No major obstacles have been expressed.

Wireless Development

No substantial contact has yet been made with wireless service providers.

Source(s)

Carol McMullan, Supervisor-United Way Infoline
[updated 7/23/02]

| | |
|-------------------------------|---|
| State | Louisiana (Lafayette Area) |
| Company/Project | Southwest Louisiana Education and Referral Center, Inc. (SLERC) / 232-HELP |
| Development Leaders | Lafayette General Medical Center, SLERC, etc. |
| Utilities Commission | The Louisiana Public Service Commission administers applications to provide 211 service and assigns the number to qualified applicants. |
| System Design | Centralized. A single call center handles calls for a six-parish area in the Acadiana region of Southwest Louisiana. |
| Databases | Approximately 3,700 agencies are represented with approximately 4,500 resources. AIRS taxonomic standards are utilized. |
| Notes - Project | 232-HELP was established by the United Way as a comprehensive I&R for the Acadiana region of Southwest Louisiana in 1965. This largely rural, 6-parish area is home to approximately 513,000 residents. 232-HELP handles approximately 10,000 referrals annually. July 6, 2000, 232-HELP began operating under the 211 dialing code. |
| Major Issues - Project | Very few obstacles to 211 implementation have been indicated. |
| LEC Involvement | BellSouth |
| Tariff | <p>- The original BellSouth tariff for general N11 service required one service establishment charge of \$15,000.00 for a single "Tier 2" local calling area (Lafayette) and nine service establishment charges of \$1,750.00 apiece for the outlying "Tier 4" local call areas (totaling \$30,750.00). As well, the original tariff required a per call rate of \$.10 for the first five minutes and \$.02 per minute beyond five minutes. A minimum monthly usage fee of \$600.00 for the "Tier 1" local calling area and \$100.00 apiece for the nine "Tier 4" calling areas was required, with per-call rates beyond those amounts applying as well ("General Subscriber Services Tariff - A.39 Abbreviated Dialing"; effective October 23, 1999).</p> <p>- Any subsequent 211 systems serviced by BellSouth in Louisiana will be subject to the new tariff specific to 211 ("General Subscriber Services Tariff - A.13.79 211 Dialing Service"; effective January 26, 2001) which requires a service establishment charge of \$389.90 per basic local calling area plus \$150.00 per central office with no MRC.</p> |
| Rate Structure | After service establishment charges, no monthly recurring charges or rates are indicated. |
| Setup Costs | Approximately \$30,750.00 in initial fees to switch extant system to 211 capability (see "Tariff" for more information). |
| Maintenance Costs | See "Tariff" for more information. |
| Notes - LEC | Calls are routed via 211-to-seven-digit translation. |
| Major Issues - LEC | No major obstacles to 211 conversion are indicated by SLERC representatives. |
| Wireless Development | No substantial contact has yet been made with wireless service providers. |